

(OVL) signed an agreement with Rosneft, the national oil company of Russia on 10.2.2001 to acquire 20% participating interest from the Russian company in the Sakhalin-I offshore project. The total investment of OVL in the project is estimated to be of the order of US \$ 1.7 billion (Rs. 8,000 crores).

(c) and (d) No, Sir. For their investment in the Sakhalin-I Project, OVL and obtained the advice of internationally reputed consultants, namely, J.P. Morgan, Investment Consultants, and Gaffney, Cline & Associates (GCA), Technical Consultants, who had advised that Sakhalin-I project was a high quality investment opportunity with attractive returns. This proposal was approved by the Government following all requisite inter-Ministerial deliberations.

#### **Functioning of Grievances Cell in oil companies**

**1819. SHRI LAJPAT RAI:** Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that no communications are being received by the officers of the different oil and gas companies at the counter and also no receipts are issued for these communications;

(b) whether it is also a fact that there is no cell or counter exists in any oil companies/offices where the grievances of the owners of petrol pumps/LPG Agents are heard and readdressed; and

(c) if so, the steps taken to deliver justice to the aggrieved?

**THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH GANGWAR):** (a) to (c) Public Grievances Cells have been set up in all Public Sector oil companies. Complaints/communications received by the Public Sector oil companies are examined for redressing the grievances as per their policy/guidelines. Oil companies have also nominated officers at Field level as well as at Divisional level/ Regional level to attend to the grievances/complaints from the customers/public. A suggestion/complaint book, box is kept at the retail outlets/LPG distributorships, which can be utilised by the customers for registering their complaints. A board is also displayed at retail outlets/LPG distributors indicating the name, address and the telephone no. of the office/officers who is to be contacted in case of any complaint.

[7 August, 2001]

RAJYA SABHA

Retail outlets dealers and LPG distributors have relationship with their respective companies of principals and dealer/agent. The dealers/distributors can approach company officers at field/divisional/ regional/head office level for the redressal of their grievances. Oil marketing companies also organise forum/meets from time to time with their dealers/distributors and customers who get opportunity to raise their grievance which are looked into at an appropriate level and grievances are redressed as per the policy/guidelines.

### **Maintenance of Gas Pipelines**

†1820. SHRIMATI SAROJ DUBEY: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that gas is getting wasted for want of proper maintenance in the gas pipelines in many parts of the country;

(b) if so, whether Government propose to take some effective steps to check the same; and

(c) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH GANGWAR): (a) No, Sir. There is no waste of natural gas due to lack of maintenance of pipelines. The oil Public Sector Undertakings marketing natural gas through pipelines are maintaining them properly with predictive and preventive maintenance techniques.

(b) and (c) Do not arise in view of (a) above.

### **Policy on private sector entry in retail market**

1821. SHRI RAMDAS AGARWAL: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that private players are going to be allowed to enter marketing of petro products; if so, whether Government have formulated a clear policy for their entry and participation;

(b) whether any private players have fully fulfilled their obligations as per Government Policy so far; and if so, by when they would be entitled for their petro products marketing rights; and

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†Original notice of the question was received in Hindi.